GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:641
ANSWERED ON:20.07.2016
Complaints through Social Media
Sahu Shri Chandu Lal

Will the Minister of RAILWAYS be pleased to state:

(a) the number of Twitter complaints received by the Twitter handles @Ministry of Railways and @SureshPrabhu in the last six months;

(b) the number of complaints that have been addressed via Twitter; and

(c)the details of resources spent by the Ministry on the handling of Twitter accounts?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATION AND
MINISTER OF STATE IN THE MININSTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (c): The twitter handle @RailMinIndia of Ministry of Railways and @sureshPrabhu has been receiving large number of tweets every day including complaints. Such tweets are forwarded to the concerned authorities on their twitter handles for speedy resolution. At present, twitter account of the Ministry is handled largely by the existing manpower by utilising the available infrastructure and resources.
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